

CLAIM AMENDMENTS

1 1. (Currently amended) A method for defining a service level agreement, wherein
2 the service level agreement defines for a particular network a level of service that
3 has been offered to a customer by a service provider and agreed to by the
4 customer, the method comprising the computer-implemented steps of:
5 creating a schema that provides a set of rules for defining both the contents of the
6 service level ~~agreements-agreement~~ and how to organize the contents of
7 the service level-agreements agreement;
8 receiving first information defining the service level agreement, wherein said
9 information defines one or more tests for monitoring the level of service
10 that has been offered to the customer;
11 verifying that the information defining the service level agreement conforms to
12 the set of rules in said schema;
13 receiving second information defining a service level contract associated with the
14 service level agreement, wherein said second information defines apply
15 times for performing the one or more tests; and
16 verifying that said first information defining the service level agreement and said
17 second information defining the service level contract conform with the
18 level of service that has been offered to the customer by the service
19 provider by performing:
20 if said information defining the service level agreement conforms to the set of
21 rules in said schema, then distributing the one or more tests to one or more
22 agents that are configured to communicate with devices that are associated
23 with the particular network; receiving result information based on the
24 devices or agents performing the one or more tests; and creating and
25 storing reporting information that identifies one or more exceptions
26 between the level of service that has been offered and the result
27 information;

28 generating, at a server, interface data for defining service level agreements; and
29 communicating the interface data to a client that is remote from said
30 server, wherein the interface data allows a user to define tests for
31 monitoring the level of service that is being provided by the service
32 provider by displaying a graphical user interface at the client;
33 wherein the graphical user interface comprises a first button that allows the user to
34 add a round trip response SLA definition, a first box that allows the user to
35 select a polling interval from a set of polling intervals, a second box that
36 allows the user to select a probe type from a set of probe types, a source
37 device box that allows the user to select one or more source devices from
38 among a list of available devices generated by the server, a target device
39 box that allows the user to specify one or more target devices either by
40 address or by selecting from a device inventory, and one or more threshold
41 boxes that allow the user to enter a set of threshold values for which the
42 round-trip response should not exceed;
43 wherein the interface data causes updating the first information with changes that
44 have been received through the graphical user interface.

1 2. (Canceled)

1 3. (Original) The method recited in claim 1, wherein the step of creating a schema
2 includes the step of generating a schema based on Extensible Markup Language
3 (XML), wherein the schema provides a template for defining service level
4 agreements.

1 4. (Canceled)

1 5. (Previously Presented) The method recited in claim 1, further comprising the step
2 of verifying that the particular network includes one or more devices that may be
3 configured to perform the one or more tests.

1 6. (Currently amended) A computer readable storage medium carrying sequences of
2 instructions for defining a service level agreement, the sequences of instructions
3 including instructions which when executed by one or more processors cause the
4 one or more processors to perform:
5 creating a schema that provides a set of rules for defining both the contents of the
6 service level ~~agreements~~ agreement and how to organize the contents of
7 the service level ~~agreements~~ agreement;
8 receiving first information defining the service level agreement, wherein said
9 information defines one or more tests for monitoring the level of service
10 that has been offered to the customer, wherein the service level agreement
11 defines for a particular network a level of service that has been offered to a
12 customer by a service provider and agreed to by the customer;
13 verifying that the information defining the service level agreement conforms to
14 the set of rules in said schema;
15 receiving second information defining a service level contract associated with the
16 service level agreement, wherein said second information defines apply
17 times for performing the one or more tests by performing:
18 verifying that said first information defining the service level agreement and said
19 second information defining the service level contract conform with the
20 level of service that has been offered to the customer by the service
21 provider by performing:
22 if said information defining the service level agreement conforms to the set of
23 rules in said schema, then distributing the one or more tests to one or more
24 agents that are configured to communicate with devices that are associated
25 with the particular network; receiving result information based on the
26 devices or agents performing the one or more tests; and creating and
27 storing reporting information that identifies one or more exceptions
28 between the level of service that has been offered and the result
29 information;

30 generating, at a server, interface data for defining service level agreements; and
31 communicating the interface data to a client that is remote from said
32 server, wherein the interface data allows a user to define tests for
33 monitoring the level of service that is being provided by the service
34 provider by displaying a graphical user interface at the client;
35 wherein the graphical user interface comprises a first button that allows the user to
36 add a round trip response SLA definition, a first box that allows the user to
37 select a polling interval from a set of polling intervals, a second box that
38 allows the user to select a probe type from a set of probe types, a source
39 device box that allows the user to select one or more source devices from
40 among a list of available devices generated by the server, a target device
41 box that allows the user to specify one or more target devices either by
42 address or by selecting from a device inventory, and one or more threshold
43 boxes that allow the user to enter a set of threshold values for which the
44 round-trip response should not exceed;
45 wherein the interface data causes updating the first information with changes that
46 have been received through the graphical user interface.

1 7. (Canceled)

1 8. (Original) The computer readable medium recited in claim 6, wherein the step of
2 creating a schema includes the step of generating a schema based on Extensible
3 Markup Language (XML), wherein the schema provides a template for defining
4 service level agreements.

1 9. (Canceled)

1 10. (Currently amended) A network device configured for defining a service level
2 agreement that defines for a particular network a level of service that has been
3 offered to a customer by a service provider and agreed to by the customer,
4 comprising:
5 a network interface;
6 a processor coupled to the network interface and receiving information from the
7 network interface;
8 a computer-readable medium accessible by the processor and comprising one or
9 more sequences of instructions which, when executed by the processor,
10 cause the processor to carry out the steps of:
11 creating a schema that provides a set of rules for defining both the contents
12 of the service level ~~agreements~~-~~agreement~~ and how to organize the
13 contents of the service level ~~agreements~~-~~agreement~~;
14 receiving first information defining the service level agreement, wherein
15 said information defines one or more tests for monitoring the level
16 of service that has been offered to the customer;
17 verifying that the information defining the service level agreement
18 conforms to the set of rules in said schema;
19 receiving second information defining a service level contract associated
20 with the service level agreement, wherein said second information
21 defines apply times for performing the one or more tests by
22 performing:
23 verifying that said first information defining the service level agreement
24 and said second information defining the service level contract
25 conform with the level of service that has been offered to the
26 customer by the service provider by performing:
27 if said information defining the service level agreement conforms to the set of
28 rules in said schema, then distributing the one or more tests to one or more
29 agents that are configured to communicate with devices that are associated
30 with the particular network; receiving result information based on the

31 devices or agents performing the one or more tests; and creating and
32 storing reporting information that identifies one or more exceptions
33 between the level of service that has been offered and the result
34 information;

35 generating, at a server, interface data for defining service level agreements; and
36 communicating the interface data to a client that is remote from said
37 server, wherein the interface data allows a user to define tests for
38 monitoring the level of service that is being provided by the service
39 provider by displaying a graphical user interface at the client;
40 wherein the graphical user interface comprises a first button that allows the user to
41 add a round trip response SLA definition, a first box that allows the user to
42 select a polling interval from a set of polling intervals, a second box that
43 allows the user to select a probe type from a set of probe types, a source
44 device box that allows the user to select one or more source devices from
45 among a list of available devices generated by the server, a target device
46 box that allows the user to specify one or more target devices either by
47 address or by selecting from a device inventory, and one or more threshold
48 boxes that allow the user to enter a set of threshold values for which the
49 round-trip response should not exceed;
50 wherein the interface data causes updating the first information with changes that
51 have been received through the graphical user interface.

- 1 11. (Currently amended) A network device configured for defining a service level
2 agreement that defines for a particular network a level of service that has been
3 offered to a customer by a service provider and agreed to by the customer,
4 comprising:
5 means for creating a schema that provides a set of rules for defining both the
6 contents of the service level agreements agreement and how to organize
7 the contents of the service level agreements agreement;

8 means for receiving first information defining the service level agreement,
9 wherein said information defines one or more tests for monitoring the
10 level of service that has been offered to the customer;
11 means for verifying that the information defining the service level agreement
12 conforms to the set of rules in said schema;
13 means for receiving second information defining a service level contract
14 associated with the service level agreement, wherein said second
15 information defines apply times for performing the one or more tests by
16 performing;
17 means for verifying that said first information defining the service level agreement
18 and said second information defining the service level contract conform
19 with the level of service that has been offered to the customer by the
20 service provider by:
21 means operative when said information defining the service level agreement
22 conforms to the set of rules in said schema for distributing the one or more
23 tests to one or more agents that are configured to communicate with
24 devices that are associated with the particular network; receiving result
25 information based on the devices or agents performing the one or more
26 tests; and creating and storing reporting information that identifies one or
27 more exceptions between the level of service that has been offered and the
28 result information;
29 means for generating, at a server, interface data for defining service level
30 agreements; and for communicating the interface data to a client that is
31 remote from said server, wherein the interface data allows a user to define
32 tests for monitoring the level of service that is being provided by the
33 service provider by displaying a graphical user interface at the client;

34 wherein the graphical user interface comprises a first button that allows the user to
35 add a round trip response SLA definition, a first box that allows the user to
36 select a polling interval from a set of polling intervals, a second box that
37 allows the user to select a probe type from a set of probe types, a source
38 device box that allows the user to select one or more source devices from
39 among a list of available devices generated by the server, a target device
40 box that allows the user to specify one or more target devices either by
41 address or by selecting from a device inventory, and one or more threshold
42 boxes that allow the user to enter a set of threshold values for which the
43 round-trip response should not exceed;
44 wherein the interface data causes updating the first information with changes that
45 have been received through the graphical user interface.

1 12.-21. (Cancelled)

1 22. (Previously Presented) The method recited in claim 1, further comprising the steps
2 of:
3 storing information that defines the level of service that has been guaranteed to the
4 customer by the service provider;
5 wherein the one or more tests are one or more metric tests, and the step of
6 receiving information defining the service level agreement comprises:
7 receiving through a standardized open interface metric parameter
8 information that defines the one or more metric tests that are to be
9 used to verify that the customer is receiving the level of service
10 that has been guaranteed by the service provider; and
11 verifying that based on the metric parameter information, the one or more
12 metric tests will provide an appropriate set of tests for measuring
13 the level of service that is being provided to the customer by the
14 service provider.

- 1 23. (Original) The method recited in claim 22, wherein the step of verifying the one
2 or more metric tests includes the step of verifying that the one or more metric tests
3 conform to a standard of testing that has been approved by the service provider.
- 1 24. (Cancelled)
- 1 25. (Previously Presented) The computer readable medium recited in claim 6, further
2 comprising instructions for performing the step of verifying that the particular
3 network includes one or more devices that may be configured to perform the one
4 or more tests.
- 1 26. (Canceled)
- 1 27. (Previously Presented) The network device recited in claim 10, wherein the
2 instructions for creating a schema includes instructions for generating a schema
3 based on Extensible Markup Language (XML), wherein the schema provides a
4 template for defining service level agreements.
- 1 28. (Canceled)
- 1 29. (Previously Presented) The network device recited in claim 10, wherein the
2 computer-readable medium further comprises instruction for performing the step
3 of verifying that the particular network includes one or more devices that may be
4 configured to perform the one or more tests.
- 1 30. (Canceled)
- 1 31. (Previously Presented) The network device recited in claim 11, wherein the
2 means for creating a schema includes means for generating a schema based on
3 Extensible Markup Language (XML), wherein the schema provides a template for
4 defining service level agreements.

1 32. (Canceled)

1 33. (Previously Presented) The network device recited in claim 11, further
2 comprising means for verifying that the particular network includes one or more
3 devices that may be configured to perform the one or more tests.

1 34.-35. (Cancelled)

1 36. (Previously Presented) The computer readable medium recited in claim 6, further
2 comprising instructions for performing the steps of:
3 storing information that defines the level of service that has been guaranteed to the
4 customer by the service provider;
5 wherein the one or more tests are one or more metric tests, and the step of
6 receiving information defining the service level agreement comprises:
7 receiving through a standardized open interface metric parameter
8 information that defines the one or more metric tests that are to be
9 used to verify that the customer is receiving the level of service
10 that has been guaranteed by the service provider; and
11 verifying that based on the metric parameter information, the one or more
12 metric tests will provide an appropriate set of tests for measuring
13 the level of service that is being provided to the customer by the
14 service provider.

1 37. (Previously Presented) The computer readable medium recited in claim 36,
2 wherein the step of verifying the one or more metric tests includes the step of
3 verifying that the one or more metric tests conform to a standard of testing that
4 has been approved by the service provider.

1 38. (Cancelled)

1 39. (Previously Presented) The network device recited in claim 10, wherein the
2 computer-readable medium further comprises instructions for performing the
3 steps of:
4 storing information that defines the level of service that has been guaranteed to the
5 customer by the service provider;
6 wherein the one or more tests are one or more metric tests, and the instructions for
7 receiving information defining the service level agreement includes
8 instructions for:
9 receiving through a standardized open interface metric parameter
10 information that defines the one or more metric tests that are to be
11 used to verify that the customer is receiving the level of service
12 that has been guaranteed by the service provider; and
13 verifying that based on the metric parameter information, the one or more
14 metric tests will provide an appropriate set of tests for measuring
15 the level of service that is being provided to the customer by the
16 service provider.

1 40. (Previously Presented) The network device recited in claim 39, wherein the
2 instructions for verifying the one or more metric tests includes instructions for
3 verifying that the one or more metric tests conform to a standard of testing that
4 has been approved by the service provider.

1 41. (Cancelled)

1 42. (Previously Presented) The network device recited in claim 11, further
2 comprising:
3 means for storing information that defines the level of service that has been
4 guaranteed to the customer by the service provider;
5 wherein the one or more tests are one or more metric tests, and the means for
6 receiving information defining the service level agreement comprises:

7 means for receiving through a standardized open interface metric
8 parameter information that defines the one or more metric tests that
9 are to be used to verify that the customer is receiving the level of
10 service that has been guaranteed by the service provider; and
11 means for verifying that based on the metric parameter information, the
12 one or more metric tests will provide an appropriate set of tests for
13 measuring the level of service that is being provided to the
14 customer by the service provider.

1 43. (Previously Presented) The network device recited in claim 11, wherein the
2 means for verifying the one or more metric tests includes means for verifying that
3 the one or more metric tests conform to a standard of testing that has been
4 approved by the service provider.

1 44. (Cancelled)

1 45. (New) The method of claim 1, further comprising determining whether the
2 updated first information defines a new service level contract, updating the service
3 level agreement that is associated with and affected by the new service level
4 contract, rolling out tests to the agents, and configuring the source devices to
5 perform the tests.

1 46. (New) The network device of claim 10, further comprising sequences of
2 instructions which when executed cause determining whether the updated first
3 information defines a new service level contract, updating the service level
4 agreement that is associated with and affected by the new service level contract,
5 rolling out tests to the agents, and configuring the source devices to perform the
6 tests.